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CHAPTER 20 - OTHER SERVICES

2000 INTERPRETER AND NOTE-TAKING SERVICES

2000.1 State Rules

[5 CSR 90-5.400](#) – Services

[5 CSR 90-5.410](#) – Fees

2000.2 [IHE Cooperative Agreement](#)

2000.3 Refer to VR Fee Schedule in MoRIS when authorizing services

2000.4 Best Case Practice

2000.4.1 Initial Considerations

- Assistance with the cost of interpreter and/or note-taking fees are typically provided as a secondary service:
 - for clients participating in an assessment/evaluation to identify a vocational objective, and/or
 - to assist clients in successfully participating in their rehabilitation plan
- Interpreter and/or note-taking services are typically provided for clients who are deaf, non-English speaking, or whose disability significantly affects their receptive and expressive communication skills.
- When considering a request for interpreter or note-taking services:
 - Discuss and evaluate the client's:
 - ability to communicate effectively with and/or without a sign language interpreter, **and/or**
 - ability to record verbal information in written form or need to pay for note-taking fees since note-taking services are provided by many of the training programs at no cost to the client

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2000.4.1 Initial Considerations (continued)

- Determine the duration and extent of interpreter and/or note-taking services required for the client to participate in their assessment or rehabilitation plan, **and**
- Identify/coordinate interpreter services with providers, vendors, schools, employers, etc. in accordance with federal ADA and 504 laws/regulations, and VR cooperative agreements with other state entities or higher education.
- Individuals providing interpreter services for clients of Vocational Rehabilitation should be certified by the Missouri Board for Certification of Interpreters.

2000.4.2 Financial Need and Comparable Services

- **Interpreter services** provided for deaf or non-English speaking clients are not based on financial need, and documentation of financial information is not required.
- **Note-taking services** are based on financial need, unless they are associated with sign language interpreter services, and then they are not based on financial need.
- Comparable services should be utilized to pay all or part of the costs of interpreters or note-takers whenever available, and documented on the IPE and cost worksheet, if appropriate and/or in the case file.

2000.5 Procedure

- Document informed choice regarding the selection of vendor/provider.
- Search for and apply all comparable services/benefits.
- Discuss financial guidelines, collect required financial documentation, and complete VR cost worksheet when appropriate.
- Prepare an authorization in accordance with fees listed in the VR Fee Schedule (Estimated and Miscellaneous Fees), or the actual cost of services, whichever is less.
- Meet with the client to review and sign the IPE, if it is an IPE-related service, complete CCA and/or TTW, as appropriate.
- Verify services have been provided and complete appropriate status move.

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2000.5 Procedure (continued)

- Contact client by phone or in person immediately after receipt of services, and follow up to ensure client satisfaction with services provided.
- Move to Status 22 when client has satisfactorily maintained/obtained employment.
- There must be documentation reflecting substantial services leading to a positive employment outcome before the case is closed successfully.
- When the client has been successfully employed for 90 days and has been contacted to verify job satisfaction, the case may be closed Status 26.

2000.6 Authorization and Billing

2000.6.1 Interpreter Fees

- **Maximum Fees** are based on experience and competency of the interpreters as follows:
 - **FEE #430008** - Provision of interpreter services for job orientation, non-technical OJT, job related, or one-on-one situation. Interpreters must hold MO Board for Certification of Interpreters Intermediate Level or higher. Payable at a maximum of \$32.00 per hour.
 - **FEE #430010** - Provision of interpreter services for classroom, job interviews, technical OJT, general physical examination, one-on-one situations, group session. Interpreters must be certified at MO Board of Interpreters Level Advanced, RID Comprehensive Skills Certificate or QAST Level IV or V. Payable at a maximum of \$37.00 per hour.
 - **FEE #430012** - Provision of interpreter services outside of classroom for legal hearings, meetings, interviews, medical and psychological evaluations. Interpreters must hold MO Board of Interpreter Certification Level V Comprehensive, RID Comprehensive Skills and/or Legal Skills Certificate or QAST Level V. Payable at a maximum of \$41.00 per hour.
- Authorizations for interpreters may be issued for a minimum of two hours if the time required is less than two hours.
- Transportation for interpreters may be authorized in accordance with VR best case practice for private car allowance, not to exceed agency maximum (refer to [CSG 1800](#)).

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2000.6.2 Note-taking Fees

- **Maximum Fees** are as follows:
 - **FEE #430000** - Provide copy of student notes from classroom lectures. Payable at \$6.50 per hour.
 - **FEE #430002** - Provide copy of student notes from classroom lectures and discussion of notes outside of classroom (some manual communication skills required). Payable at \$7.50 per hour.

2000.6.3 Billing

- An authorized district office signature verifying receipt of services, with supporting documentation, is required before the bill may be submitted for payment.
 - A timesheet is required for interpreter and/or note-taking services.
- Interpreter services when billed through a school should include the following when the bill is submitted for payment:
 - Client name
 - Authorization number
 - Class name
 - Number of interpreter and note taker hours for period being billed
 - Time sheet for each class for the period covered by the billing including signatures of the interpreter, client and designated college official
- Maximum allowable charges should be processed as follows:
 - If the vendor charges less than the authorized amount, pay the amount billed, and mark as the final bill.
 - If the vendor charges more than the amount authorized, draw a line through the amount billed, write and pay VR's maximum allowable.

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2010 Personal Attendant Care Services

2010.1 Federal Regulations

[34 CFR 361.5](#) – Definitions

[34 CFR 361.48](#) – Scope of Services

State Rules

[5 CSR 90-5.400](#) – Services

2010.2 Refer to VR Fee Schedule in MoRIS when authorizing services

2010.3 Definition

- **Personal Attendant Care Services** – a range of services, provided by one or more individuals, designed to assist the client with daily living activities required to prepare for work.
 - A secondary service that may be required by the client to enable him/her to complete the primary rehabilitation service(s).

2010.4 Best Case Practice

2010.4.1 Initial Considerations

- Personal attendant care services may only be provided while the client is:
 - participating in an evaluation/assessment, and/or
 - successfully completing their rehabilitation plan
- Informed choice must include guidance and planning to ensure the client, family, and/or other programs will provide personal attendant care services after Vocational Rehabilitation participation ceases.
- The client and counselor will jointly determine the type and amount of attendant care needed, based upon the client's disability-related needs and the location, type, and accessibility of the rehabilitation service(s).
- Personal attendant care is not based upon a determination of financial need, and documentation of income does not need to be obtained.
- Comparable services/benefits should be used to reduce the cost of personal attendant care whenever possible.

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2010.4.1 Initial Considerations (continued)

- If the client is a recipient of Medicaid, they should apply for the Personal Assistance Services Program through the local Independent Living Center as a comparable service, and/or to coordinate the provision of attendant care services.
- Consider the following time-limited guidelines when developing a plan for personal attendant care services with the client:
 - Commuting Distance - Number of hours is limited to the time required for the client to participate in the rehabilitation service (e.g., commuting to the training site, during the training and returning to residence).
 - Living away from residence - When Vocational Rehabilitation services require the client to live away from residence, personal attendant care may be authorized **not to exceed 42 hours per week**.
 - Other comparable services must be used if the client requires a personal care attendant in excess of 42 hours, such as Medicaid, Medicare, Division of Aging, Missouri Personal Care Assistance, insurance and client resources.

2010.4.2 Client Responsibilities

- **In-home personal attendant care** -The client and/or family are responsible for in-home personal attendant care services.
- **Long-term support** - The client and/or family must have resources in place to provide personal attendant care services upon completion of Vocational Rehabilitation services and during gainful employment.
- **Training the attendant** -The client and/or family are responsible for contacting and training the personal care attendant(s). The VR counselor will assist the client by providing information about agencies and programs which provide assistance with employing and training attendants (e.g., Independent Living Centers; University of Missouri Handicapped Student Services).
- **Personal Attendant Care Time Sheet** - The personal care attendant must complete a time sheet with verification signature by client or the VR approved vendor and the attendant. The attendant is responsible for submitting this time sheet to the VR counselor for payment. (Reference [Personal Care Time Sheet](#))

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2010.4.2 Client Responsibilities (continued)

- The personal attendant is not an employee of VR or the State of Missouri.

2010.5 Procedure

- Document informed choice regarding the selection of attendant(s).
- Search for and apply all comparable services/benefits.
- Prepare an authorization in accordance with fees listed in the VR Fee Schedule (Estimated and Miscellaneous Fees), or the actual cost of services, whichever is less.
- Meet with the client to review and discuss client responsibilities regarding a personal care attendant, provide copies of the attendant care time sheets, sign the IPE, if it is an IPE-related service, complete CCA and/or TTW, as appropriate.
- Verify services have been provided and complete appropriate status move.
- Contact client by phone or in person immediately after receipt of services, and follow up to ensure client satisfaction with services provided.
- Move to Status 22 when client has satisfactorily maintained/obtained employment.
- There must be documentation reflecting substantial services leading to a positive employment outcome before the case is closed successfully.
- When the client has been successfully employed for 90 days and has been contacted to verify job satisfaction, the case may be closed Status 26.

2010.6 Authorization and Billing Services

- Authorizations for personal attendant care will be made payable to the attendant.
- The attendant will receive a 1099 form from the State of Missouri, if applicable. However, they are not considered to be an employee of VR or the State of Missouri.

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2010.6 Authorization and Billing Services (continued)

- Authorizations should be issued on an hourly rate, for the number of hours agreed upon by the client and counselor, in accordance with the VR Fee schedule in MoRIS as follows:
 - FEE #430337 - Use when authorizing at the rate of \$7.50 per hour.
- An authorized district office signature verifying receipt of services, with supporting documentation, is required before the bill may be submitted for payment.
 - A timesheet is required for personal care attendant (PCA) services.
 - The personal care attendant must complete a time sheet with verification signature by client or the VR approved vendor and the attendant.
- Maximum allowable charges should be processed as follows:
 - If the attendant charges less than the authorized amount, pay the amount billed, and mark as the final bill.
 - If the attendant charges more than the amount authorized, draw a line through the amount billed, write and pay VR's maximum allowable.

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2020 SERVICES TO FAMILY MEMBERS

2020.1 Federal Regulations

[34 CFR 361.5](#) – Definitions

2020.2 Definitions

- **Services to Family Members** – This includes those goods or services provided to a family member (i.e., child care service) which helps the client derive full benefit of other VR services.
- **A family member** is an individual:
 - Who either –
 - Is a relative or guardian of the client; or
 - Lives in the same household as the client;
 - Who has a substantial interest in the well-being of that client; and
 - Whose receipt of VR services is necessary to enable the client to achieve an employment outcome

2020.3 Best Case Practice

2020.3.1 Initial Considerations

- Services to Family Members may only be provided as a secondary service while the client is:
 - participating in an evaluation/assessment, and/or
 - successfully completing their rehabilitation plan
- The decision to provide services to a member of the client's family should be based on a determination that, without such services:
 - the client will be unable to begin/initiate VR services, or
 - the client will be unable to continue to receive VR services listed on the Individual Plan for Employment (IPE), or
 - the client's continued participation in the VR program would be jeopardized/interfered with to the extent that employment would be unnecessarily delayed or could not be achieved.
- Services to Family Members are based upon a determination of financial need, and documentation of income needs to be obtained.

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2020.3.1 Initial Considerations (continued)

- All available comparable services/benefits should be considered before obligating funds. The VR counselor is encouraged to assist the client in seeking other resources such as the Family Services Division (FSD), or other community support services.
- Informed choice must include guidance and planning to ensure the client, family, and/or other resources will pay for those goods or services provided to a family member after the primary VR service has ended.
- When providing services to family members, document the following:
 - Why services are needed
 - Which family member(s) need the service
 - What services are needed
 - How these services are expected to contribute to the rehabilitation of the client
 - How services will be secured
 - How services will be evaluated as meeting the rehabilitation objectives of the client's IPE
 - A system to monitor client progress in the primary service and evaluate whether services to family members are still warranted
- When services to family members involve VR assistance with the cost of childcare, the counselor should discuss with the client, and document the following:
 - Will the childcare provider act as a vendor to the state and accept payment directly from VR?
 - If yes, establish provider as a new vendor, if necessary
 - If no, establish client as the vendor, and request a signed attendance sheet from the childcare provider be submitted with the bill, if possible.
 - Will the vendor accept the current Family Services Division (FSD) rate for childcare?
 - If no, justify payment for a higher amount

2020.4 Procedure

- Document informed choice regarding selection of the service provided (i.e. childcare, etc.), and mutually agreed upon client contribution, if any.
- Search for and apply all comparable services/benefits.

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2020.4 Procedure (continued)

- Prepare an authorization, in association with either an IPE or as a non-IPE diagnostic service if the case is in Status 10 or 24. Please note if case is in Status 18, and training is interrupted, childcare services will not be provided.
- Contact client by phone or in person to verify services have been provided, and follow up to ensure client satisfaction.
- Move to Status 22 when client has satisfactorily maintained/obtained employment, and verify when services to family members will cease.
- There must be documentation reflecting substantial services leading to a positive employment outcome before the case is closed successfully.
- When the client has been successfully employed for 90 days and has been contacted to verify job satisfaction, the case may be closed Status 26.

2020.5 Authorizing/Billing Services

- Authorizations for services to a family member(s) may be payable, in accordance with the VR Fee Schedule in MoRIS, or as follows if there is no specific fee number listed:
 - **Fee # 00000000** – Use this fee number when the client is the vendor. Enter the statement, "Services for family members: (insert family member names)" above the itemized service listing, a description for the service, the unit of measure code, Service Code 91, and the amount authorized.
 - **Fee # 99999999** – Use this fee number when the client is not the vendor. Enter the statement, "Services for family members: (insert family member names)" above the itemized service listing, a description for the service, the unit of measure code, Service Code 91, and the amount authorized.
- If the service is for childcare, and the client is in training, note on the authorizing document, "Child care services will be suspended if the client interrupts training".

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2020.5 Authorizing/Billing Services (continued)

- An authorized district office signature verifying receipt of services, is required before the bill may be submitted for payment.
- Maximum allowable charges should be processed as follows:
 - If charges are less than the authorized amount, pay the amount billed, and mark as the final bill.
 - If charges are more than the amount authorized, draw a line through the amount billed, write and pay VR's maximum allowable.